

*Your community,  
your place.*

## **Protecting yourself against COVID-19 – we'll help you through it**

I hope everyone's continuing to stay safe and well in the comfort of their own homes during this unprecedented lockdown period. Hopefully, it'll come to an end in the not-too-distant future, as long as everyone keeps to the rules and continues to self-isolate as much as is practical over the next couple of weeks.

Since the Alert 4 was introduced, Haumaru's staff have been keeping in touch with our tenants by phone, making sure that all's well and that there are no emergencies – maintenance or otherwise.

As a Community Housing Provider of property and tenancy management services to independent living tenants, Haumaru Housing is listed as an essential service. This means we can respond to urgent matters that could affect your health and safety including maintenance calls, smoke alarms and issues with neighbours.

Throughout the lockdown, our 0800 number continues to be available 24/7 and our [info@haumaruhousing.co.nz](mailto:info@haumaruhousing.co.nz) email is monitored on an ongoing basis. So you can contact us at any time – day or night.

In addition, we have nominated staff who are conducting drive-throughs to each village twice a week, to collect mail and carry out visual health and safety checks. These staff have appropriate Personal Protection Equipment and follow agreed sanitation processes when in the villages.

In this special COVID-19 edition of our newsletter, we also bring you more news on the services other support agencies may be able to provide you with at this time, and to reassure you that you're never alone – Haumaru is just a phone-call away and we will always help in whatever way we can.

This has been a fast-evolving situation, and we're following all the latest Government protocols and advice put out by the Ministry of Health, local health advisory boards and the Ministry of Housing and Urban Development. We're committed to doing all we can to safeguard our tenants and staff during this time.

Stay safe and well in the weeks ahead.



**Gabby Clezy, Chief Executive Officer**

At the start of the outbreak, the Haumaru team distributed details of the Ministry of Health guidelines and protocols to everyone.

Tenants have received general communication on the virus, on how to keep safe and how to get in touch with us over this period; our website also features advice on COVID-19.

We've developed a database of Auckland-wide and local community groups offering support to older people during the lockdown. As independent tenants, you can contact them directly or we can refer you.

We've been communicating with tenants and/or family to check on your support systems. Most of you have very good support networks and/or carers, but we will still call you at least once a week for a friendly catch-up. As you're living independently in the community, a number of you have told us that you'd prefer not to be contacted directly and that you'll call us on our helpline 0800 430 101 if you need to.

As part of our COVID-19 programme, we're also doing a general scan of how things are during our village drive-throughs, whilst complying with the physical distancing rules.

### **Reaching out to our 1,527 tenants in 1,367 homes:**

- We've made 33 village visits for urgent health and safety or welfare needs.
- We've undertaken 191 drive-through visits to villages.
- We've been in communication with 98% of tenants or their designated contact, to verify their support networks.
- We've referred 18 tenants who may have complex medical concerns to The Selwyn Foundation's telemonitoring nurse.
- We've acted on the 123 calls received by our Service Desk for urgent maintenance, complaints about other tenants' behaviour, or in response to other incidents.

## Haumaru staff – going the extra mile

The Haumaru team continues to work very hard to support individual tenants' needs. This includes our Service Desk taking calls 24/7, the maintenance crew resolving urgent issues, our placement team working through applicants who need a safe home, our finance team ensuring we're keeping up our payments, and our community team who are working to ensure they're contacting tenants to identify any issues or concerns.

Recent examples of how we've supported tenants include:

- Contacting the Ministry of Social Development to complete a food grant application on behalf of a tenant.
- Collecting a prescription for an ill tenant.
- Replacing a leaking hot water cylinder within 24 hours over a weekend.
- Arranging for the urgent delivery of a fridge for a tenant.

We know that, in most villages, volunteers, neighbours, family and friends are looking out for one another. But we're always here – working for you, looking to see how we can help and ready to respond at a moment's notice.

## Neighbours keeping an eye out for each other

Neighbours have stepped up to look out for each other, to help with shopping and generally make others in their village feel safe.

Last week, tenants noticed that one of their neighbours had not been seen all morning so called our 0800 430 101 number. CEO Gabby Clezy went to the village and, after reviewing the situation, quickly called an ambulance to attend. The ambulance and police arrived and the tenant was taken to hospital. A big thank you to the neighbours who were watching out for each other and reporting unusual events.

In addition, daughters, sons, grandchildren and friends have not only helped their family, but have offered to go shopping and keep an eye on other tenants in their village.

## Your village is a community

We know our tenants feel well supported and cared for, but unfortunately there are some older people outside our villages who may not be so lucky.

If you have friends who need support or who don't know where to turn, they can call us on 0800 430 101 and we'll do our best to put them in touch with services that can meet their needs. We're in contact with many providers of welfare and social services and are more than happy to use our connections to help all older people in our wider community.

## Support services during the lockdown

If you need financial assistance, please call the free Government helpline 0800 779 997 (7 days a week).

If you're feeling anxious or frustrated or need a listening ear, reach out to friends, family and whānau. Or you can call or text 1737 – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor.

All banks have been classed as an essential service and continue to operate remotely. ATM machines are all maintained and functioning, with the exception of those in malls. All banks are opened to the public for particularly difficult transactions or enquiries on Wednesdays, generally from 9.00 am to 1.00 pm. Banking customers can perform a number of transactions by calling the relevant bank 0800 number.

All power companies have multiple payment options: they can accept credit/debit card payments over the phone and set up a Direct Debit for you. They know that this is a difficult time and are lenient in case of overdue accounts: they offer tailored payment plans and can send referrals to WINZ, to see if clients are eligible for financial support.

GP practices can only be contacted via phone. Reception will take details and have a doctor call the patient back within the day. Only after the phone consultation will a patient be invited to attend at the practice. Doctors will fax prescriptions to the pharmacy nearest to the patient's home.

Pharmacies are open and clients can pick up their prescription at any time. If unable to leave the house, you can call the pharmacy which will organise for a courier to deliver the prescription for a fee. Many organisations volunteer to pick up your prescription and deliver it to you.

## A number of volunteering organisations can help:

**Friends in Need** match volunteers to a person who needs a friendly daily check-in call and/or delivery of essential supplies (such as groceries or medicine). See [www.friendsinneednz.com](http://www.friendsinneednz.com). You can also register for support on their website, or text 'inneed' with your name, email (if you have one) and suburb to 3255, or call a dedicated phone line – 021 064 7625.

**Citizens Advice Bureau:** 0800 367 222.

**Age Concern:** Auckland 09 820 0184, Manukau 09 279 4331, North Shore 09 489 4975.

**St John Caring Caller service:** 0800 000 606.

**Student Volunteer Army:** 0800 005 902.

**Auckland Emergency Management:** support service and welfare packages 0800 222 296.

There's also a range of local organisations and food banks who are providing support to their immediate community. Examples include The Pride Project, Clendon and Manurewa, 021 086 63712.

Waiuku Business Association is working with New World Waiuku to provide a shopping and delivery service for older people. They take the orders, pick and pack them and deliver them. Call 09 236 5050 ex. 740.

**Please call Haumaru on 0800 430 101 or contact us at [info@haumaruhousing.co.nz](mailto:info@haumaruhousing.co.nz) and we can put you in touch with volunteers and organisations.**

**Stay safe and well – remember: we're here to help.**